

# Fast Facts

## From Dr. Katz



"To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners."

March 13, 2012



### A Message from the Director

Last week we had a very interesting session at LAC+USC with Melissa Stafford Jones. She is the President and CEO of the California Association of Public Hospitals. Her basic message was that there has been a sea change in how public hospitals are viewed at the state and federal level. No longer are funders willing to accept that public hospitals are

doing good work solely because they are seeing uninsured and low income patients. Under federal health reform, the number of uninsured persons will significantly decline and public hospitals will be required to demonstrate that they can care for patients as well (or better) than other hospitals and at an affordable price; if they are not able to do that, the money will follow the patients to hospitals that can provide high quality, patient centered care.

I have no doubt that our four hospitals can successfully compete for patients in a new health care world. We have wonderful physicians, nurses, physician assistants, pharmacists, social workers, and other allied professionals. We came to DHS because we felt in our hearts the mission of caring for the uninsured. Now we need to work on making our system as good as our people. We need to honor appointment times so that our patients do not wait when they have a scheduled visit. We need to be sure that we are always welcoming to our patients. Phones must be answered. We also need major improvements in our infrastructure, especially our computer technology.

After the presentation by Ms. Jones, our staff immediately got down to work and had lots of good ideas as to how we can improve the quality of our care and make it more efficient. I look forward to working with you all on this health care transformation. Although many of the changes are being demanded by funders, it is always the right thing to provide compassionate, respectful, high quality patient-centered care.

### County Leaders, DHS Staff Pay Tribute to Dr. Schunhoff

Contributed by Michael Wilson

Los Angeles County Supervisors, colleagues, and friends turned out February 21 to congratulate veteran health administrator Dr. John F. Schunhoff on the occasion of his retirement after 25 years of service. Appointed chief deputy director in 2008, he returned to this position last year after serving as DHS interim director for three years. Shortly after beginning his County career in 1987, Dr. Schunhoff was chosen to head the Public Health HIV/AIDS office, which he directed from 1992 through 1996. During this period, he drafted the County's first AIDS unmet needs budget and was a key architect of the continuum of care for persons with HIV/AIDS in Los Angeles County under the Ryan White CARE Act, a successful collaboration of community and County providers.

Dr. Schunhoff later served as chief of operations and chief deputy director of Public Health, leading many high profile efforts including the launch of the acclaimed restaurant grading system that became a national model. His advocacy for strong partnerships between community agencies and County departments, and community based planning for services and prevention to improve health, will be felt in the department for years to come.

During his years as interim director, Dr. Schunhoff was actively involved in negotiations for the new Medicaid Waiver, which set in motion the current transformations occurring throughout DHS in preparation for health reform in 2014. His deft financial stewardship led to closing the budget books in the black for the three years he served as interim director.

It has been wonderful working with Dr. Schunhoff and all wish him the very best in retirement.



### In this issue

- **Message from the Director**
- **County Leaders Pay Tribute to Dr. Schunhoff**
- **DHS Welcomes Dr. Anish Mahajan**
- **LAC+USC Burn Center Receives Prestigious Certification**
- **Harbor-UCLA Women's Health Center Continues to Empower Women**
- **Patient-Centered Medical Home Resources**



### DHS Welcomes Dr. Anish Mahajan

Contributed by Lisa Finkelstein

Dr. Anish Mahajan, a practicing internist, has joined the DHS leadership team as Director of System Planning & Improvement. Recognized for his health policy expertise, Dr. Mahajan worked at the White House Office of Management & Budget, a Cabinet-level office, on projects such as determining priorities for the President's Global Health initiative, defining meaningful use for electronic health records, developing the National HIV/AIDS Strategy, and revising pay for performance policies for hospital-based quality. Prior to his 2009 White House Fellowship appointment, Dr. Mahajan was a consultant at RAND Corporation and a UCLA Robert Wood Johnson Clinical Scholar where he led research collaborations on health policy issues, including a project implementing routine HIV screening at Hubert H. Humphrey Comprehensive Health Center and St. John's Well Child & Family Center.

While an Assistant Professor at the UCLA School of Medicine, Dr. Mahajan's research examined health care value, focusing on quality of care, and clinical outcomes in chronic disease. Dr. Mahajan obtained his B.A. in Public Policy and M.D. from Brown University, completing his residency training in Internal Medicine at UCLA. Dedicated to public service, he also received a M.P.H. from the Harvard School of Public Health and a M.S. in Health Services from UCLA.

As Director of System Planning & Improvement, Dr. Mahajan will direct system-wide performance measurement and the Office of Data Analytics. Working closely with DHS facilities, Dr. Mahajan will manage the transition of data analytics activities to a centralized division capable of designing and executing complete analyses of DHS' broad spectrum of services. DHS' progress toward meeting selected clinical and operational goals will be tracked which will enable facilities to access and utilize high quality data.

## LAC +USC Regional Burn Center Receives Prestigious Certification

Contributed by Lisa Finkelstein



The American Burn Association (ABA) and the American College of Surgeons have re-verified the LAC+USC Burn Center as an adult and pediatric burn center. This achievement verifies that the Burn Center has met the highest standard of care for burn patients and recognizes its success in providing optimal care. Originally established in 1958, LAC+USC's Burn Center is one of only three such facilities in the Los Angeles area verified at

the highest "Level One" capability. The Burn Center admits more than 350 adult and pediatric patients and treats over 2,000 outpatients each year. Through a coordinated appraisal designed to verify the provision of optimal care to burn patients from the time of injury through rehabilitation, LAC+USC's Burn Center is regarded as among the finest and most progressive burn centers in the United States.

Serving Los Angeles County and surrounding communities, the extremely knowledgeable team provides all the services needed to meet the needs of burn patient and their families- from emergency treatment to intensive care to rehabilitation and outpatient follow-up. The Burn Center is staffed by a highly experienced, multidisciplinary team of physicians, nurses, therapists, and dietitians as well as social workers and volunteer members of the clergy. Every member of the Burn Center nursing staff has specialized training in intensive care and maintains Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Advanced Burn Life Support certifications.

Dr. Warren Garner, Burn Center Director, said upon hearing the news, "This award confirms the hard work, knowledge, dedication and commitment of the entire Burn Team. We are honored to receive this recognition and are pleased to deliver this care within the County of Los Angeles Department of Health Services."

## Harbor-UCLA Women's Health Care Clinic Continues to Empower Women

Contributed by Phillip Rocha

The Harbor-UCLA Women's Health Care Clinic (WHCC), founded over 40 years ago as the first Pap smear screening clinic and training site for registered nurses, continues to be one of the leading training sites in the country for women's health care. Growing into a center of excellence providing quality family planning and reproductive health services to underserved, uninsured, low-income individuals, patients are provided with the necessary tools, care, and education to plan their families and take care of their health regardless of income. Confidential family planning



services, including screening and treatment for sexually transmitted infections, HIV screening, vasectomy, and HPV vaccination services are provided.

Serving as an integral part of the hospital's Department of Obstetrics and Gynecology, the clinic is one of the many programs operated by the Los Angeles Biomedical Research Institute (LA BioMed), a private non-profit biomedical research agency. Directed by Anita Nelson, MD, an internationally known expert in women's health care, services are delivered by a team of Nurse Practitioners, Physician Assistants, Physicians and certified health workers. The WHCC sees over 8,000 unique patients and handles 18,000 visits per year. Over 75% of the patients are Spanish-speaking, 10% are African American, 8% are Caucasian, and 3% are Asian. About 11% of patients are teens and 10% of patients are abusing drugs or alcohol or are currently in treatment for their addiction. Almost the entire patient population has incomes at or below 200% of the federal poverty level.

Other programs striving to improve the lives and health of patients include the Community Outreach and Education program, a research department, and the WHCC Education Program, which provides continuing education for advanced practice clinicians. Through the Outreach and Education program, over 200 health education workshops are provided free to community groups each year, reaching close to 4,500 individuals. The Outreach program targets high-risk community groups such as substance abuse recovery homes, domestic violence shelters, schools, parent centers, and teen pregnancy prevention programs. Also serving as a site for clinical research, studies related to contraceptives and gynecological health continually circulate through the clinic.

By empowering women to take care of their bodies, participate in their own reproductive life plan, and become advocates for their own health, the Clinic improves birth outcomes, enhances women's health, and saves lives.

## Patient-Centered Medical Home: Resources for Getting Started

Contributed by Lori Weisberg

A DHS-Ambulatory Care Network (ACN) website has been created to make documents, resources, and tools easily accessible to all staff. Several materials are posted to help primary care teams get started in developing a Patient-Centered Medical Home (PCMH).

**PCMH Introductory Video.** This 10 minute video features Dr. Nina Park, ACN Medical Director, and the PCMH Pilot Site team at Long Beach Comprehensive Health Center.

**PCMH Implementation Manual.** This manual provides an overview of key components of the medical home. It also describes processes and resources for managing change, and contact information for ACN PCMH staff and medical home coaches.

**PCMH Clinical Simulation Training Videos.** These videos are based on the ACN PCMH Clinical Simulations trainings. They are intended to model new roles of team members in the medical home.

**Care Management Materials.** The "Self-Management Care Kit" distributed in the ACN PCMH Care Management workshops describes a step-by-step approach to developing self-management goals and providing self-management support.

**To Access the Site...** You must use a DHS computer. You do not need a username or password. Simply go to the DHS Intranet at <https://intranet.ladhs.org/> and click on the ACN logo.

**For more information** about the site, contact Gabriel Rodriguez at [grodriguez@dhs.lacounty.gov](mailto:grodriguez@dhs.lacounty.gov) or (213) 240-8149.

